

# **EXHIBIT 1**

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## CONTACT INFORMATION

### Statement: Customer Advisory

**July 18, 2024**  
**, Auburn Hills,**  
**Mich. -**

FCA US LLC is  
recalling an  
estimated 19,516  
U.S.-market plug-in  
hybrid minivans to  
resolve a potential  
fire risk.

A company review  
of warranty data  
discovered seven  
fires in this vehicle  
population. All  
occurred when the  
vehicles were turned

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Four customers reported symptoms consistent with smoke inhalation. The company is unaware of any related accidents.

The company is continuing its investigation. However, it has been determined the events were linked to a rare abnormality in individual cells of the model's high-voltage battery pack.

**Vehicle risk is reduced when the battery charge level is depleted. Accordingly, owners are advised to refrain from recharging. Out of an abundance of caution, Stellantis is also advising owners of these vehicles to park**

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**obtained.**

The remedy is undergoing validation by Stellantis engineers. It involves a software update designed to detect the abnormality; if found, dealers will replace the vehicle's high-voltage battery free of charge.

**The recall is limited to certain model-year 2017-2021 Chrysler Pacifica Hybrids. This population includes vehicles that may have been previously remedied with a similar software update; later models benefit from an improved manufacturing process and account for a majority of Pacifica Hybrid production.**

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advised about  
service availability  
by first-class mail.  
Customers wishing  
to confirm whether  
or not their vehicles  
are subject to recall  
may check with  
dealers or consult  
online VIN-search  
engines, such as  
[recalls.mopar.com](https://recalls.mopar.com)  
or  
[checktoprotect.org](https://checktoprotect.org),  
after July 24.

**The vehicles may  
be driven.  
Customers with  
additional  
concerns may call  
the company's  
customer care line  
at 1-800-853-1403.**

The recall affects  
additional vehicles  
in Canada (est.  
2,912) and certain  
markets outside  
North America (est.  
1,683).

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